

## Service Delivery in Children's Intensive Services (CIS)

### Background Information

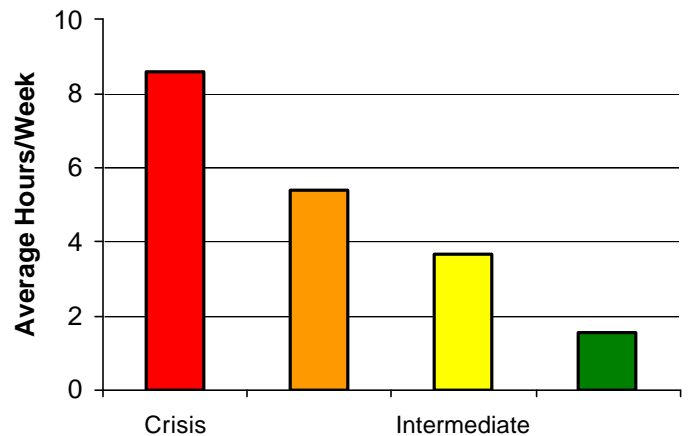
This brief is the third in a 4-part series summarizing performance of Children's Intensive Services (CIS) during its first year of operation under the revised program certification standards (April 2004-March 2005). The CIS program provides family-focused, community-based services for children with severe emotional and behavioral disturbances who are at-risk for psychiatric hospitalization or out-of-home placement. The evaluation examines demographic and clinical characteristics, patterns of service delivery, and discharge outcomes for children in the program served statewide by nine certified CIS provider agencies. In this brief, we summarize hours of service contact, types of services, service location, and provider characteristics for the 2606 children enrolled in CIS. The first and second CIS briefs summarized demographic and clinical information of children admitted to CIS. A subsequent brief will summarize information on program outcomes of children exiting CIS.

### Service Use

Analyses of hours of service provided to children in CIS by level are completed each quarter and reported to DCYF and certified providers. In this brief, average weekly service amount is calculated based on the total number of service contact hours each child receives (within each level of care) divided by the total number of days he or she was active at each level. Analyses reveal that median weekly average service contact is consistent with program certification standards for each level of care. Children at Level 1 (Crisis) received a median of 8.6 hours of clinical service per week; children at Level 2 (Standard) received a median of 5.4 hours, children at Level 3 (Intermediate) received a median of 3.7 hours, and children at Level 4 (Maintenance) received a median of 1.5 hours of clinical service per week. It is important to note that within each level of care, there is a large degree of variability in how many hours of service a particular child may receive. For example, a child in Standard care may receive fewer hours of services

in a given week or month than a child in Maintenance care.

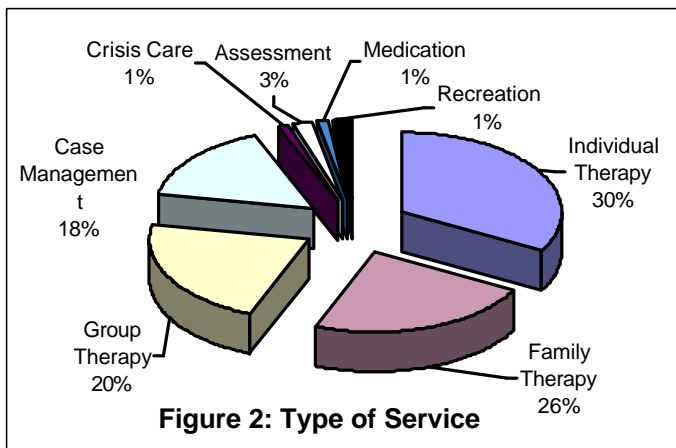
**Figure 1: Weekly Service Hours by CIS Level**



### Service and Provider Characteristics

CIS providers indicated the type and location of service children received during each CIS encounter (see Figures 2 and 3). Services provided to children in CIS largely included individual, family, and group therapy (accounting for approximately 78% of service delivery time), and therapeutic case management services (accounting for about 16% of service delivery time). Additional services included access to emergency/crisis services, individual and family assessment, and medication-related services.

Looking at the types of services children receive in CIS, approximately 82% of children received



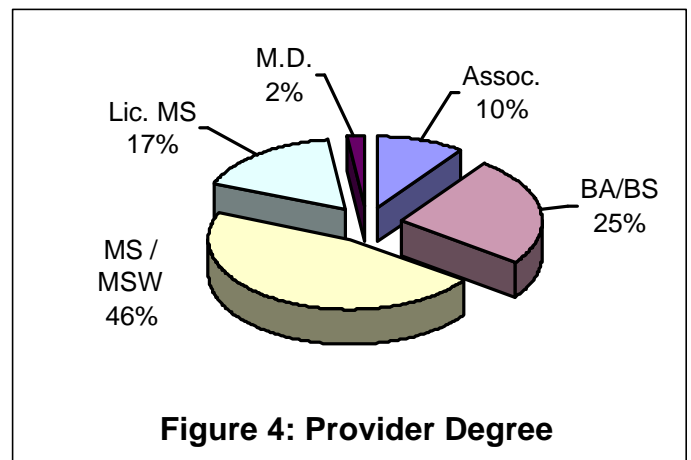
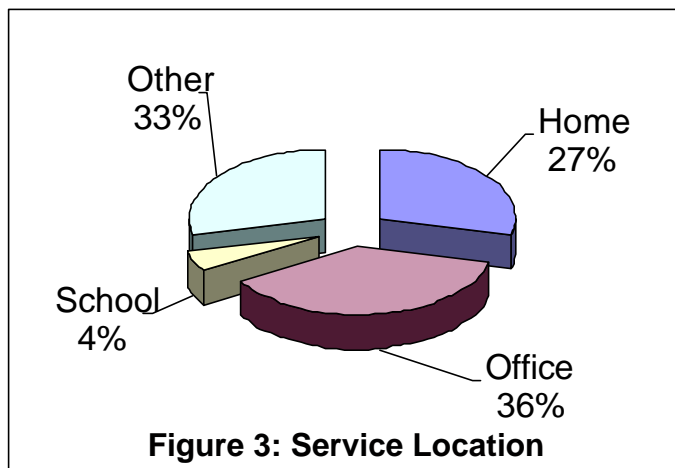
**Figure 2: Type of Service**

individual therapy sessions, 82% received at least one family therapy session, and 31% received at least one group therapy session; 85% received at least some therapeutic case management services during their enrollment in the program. Fourteen percent (14%) of cases received some level of emergency/crisis services; nearly half (46%) received assessment services while in the program, and 47% had at least one medication-related service.

In general, children at Level 1 had higher rates of crisis-related services, medication visits, and family sessions than children at less intensive levels of service in the program.

Regarding service location, approximately 64% of service delivery occurs outside of office settings, particularly in the home, school and other community settings (see Figure 3).

Finally, agencies reported the educational degree of the providers delivering services to children in CIS (see Figure 4). Contact with masters level and licensed masters level clinicians accounted for the greatest percentage of service contact hours (46% and 17%, respectively). Clinical contact with providers with bachelor's or associate's degrees accounted for 35% of contact hours (primarily through the delivery of therapeutic case management services). Access to nursing, doctoral level, and medical doctor staff was also provided for additional services including medication-related services.



### Summary

1. Weekly service contact for children in CIS varies by level of care. On average, children at Level 1 (Crisis) received the most hours of service contact per week, and children in Level 4 (Maintenance) received the least hours of service contact per week.
2. Services provided to children in CIS included individual, family and group therapy; therapeutic case management services; emergency/crisis services; individual and family assessment; and medication-related services.
3. Most CIS service contacts occurred in the home, in school, or in other community settings.
4. Licensed or non-licensed master's level clinicians provided the most hours of service to children in CIS, followed by clinicians with bachelor's or associates degrees.